

## A STUDY ON THE PERFORMANCE OF HEALTH CARE SERVICE INDUSTRY IN TAMIL NADU

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### ABSTRACT

*Indian healthcare is experiencing a new wave of opportunity providers are reinventing existing delivery models to bring healthcare closer to the patient. Tamilnadu Healthcare practice works closely with governments, funding agencies, payers, providers and private investors, on engagements in every sector of the industry. This sector has helped implement major health reforms, public health policy initiatives, as well as strategies and solutions for various clients. The dedicated team of specialists brings a diverse range of client engagement and analytical skills in healthcare strategy, technical feasibilities, operations improvement, healthcare deals, and technology experience.*

**KEYWORDS:** Health Insurance Scheme, Hospital Services Sector & First-Aid

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### INTRODUCTION

Tamil Nadu is one of the better performing states in India. The main reason for the better performance of Tamil Nadu is that healthcare policies and government spending on health have emphasized the improvement of primary healthcare services, especially in rural areas and for the poor and disadvantaged sections such as women and children. It is reported that the Health and Family Welfare Department of Tamil Nadu has spent about 45% of its annual budget on primary healthcare. Another reason for the success is that there is greater autonomy to agencies within the public sector. There are full autonomy and flexibility to plan immunization campaigns and other primary healthcare initiatives and to get all kinds of support from charitable bodies wherever necessary. District officers are given the authority to develop local solutions to problems that emerged from maternal deaths and successful local strategies have been replicated in other districts to reduce the maternal mortality rate. Tamil Nadu is the only Indian State with a district public health management cadre at the district level. It is vital for the effective health delivery system. Tamil Nadu effectively uses the resources it receives from the central government and spends more efficiently in comparison with most other states

Tamil Nadu state government has also introduced two medical insurance schemes, one is for all workers in organized sector and the other is for the rural poor called, the Tamil Nadu Chief Minister's Health Insurance Scheme, which was introduced in 2009. Further, in the early 1970s, 80% gave birth in their homes, in 1990s it fell to 42% and in 2005 it was only 10%. The percentage of institutional deliveries in public health institutions was 72% in 2010-2011, which increased to 77% in 2012-2013. Safe drinking water is provided to 92.5% (92.2% in

rural and 92.9% in urban) as per the data available in the 2011 Census [4], but it is 90.60% (94.5% in rural areas and 86.9% in urban areas) as per the phase I of national family health survey.

## SCOPE OF THE STUDY

The present study considering the work performance of the service providers in the hospital services sector in Tamilnadu. Fifty beneficiaries are given their suggestion about the work performance of the service providers of the hospital sector. The analysis is made from their opinion and suggestion. They are co-operated to provide the required data.

## OBJECTIVES OF THE STUDY

- To know the services provided by the Healthcare department of Tamilnadu.
- To study the factors such as benefits, facilities provided by the Hospital services sector.
- To offer a suitable suggestion to improve the performance of the employees in the hospital service sector
- To study the factors of safety measures such as first-aid appliances, first-aid wardrobe facilities, safety committees etc.

## METHODOLOGY

The primary data relating to work performance with reference to the services provided by the hospital service sector were collected by interviewing the beneficiaries of healthcare services. The primary data is collected by using the structured questionnaire through personal interview and secondary data is collected by referring related books and website of the hospital services. The methodology has been followed to analyze the opinion about the benefits given in the hospital services. Interview schedule has A Study on the services of the Hospital sector in Tamilnadu.

## STATEMENT OF THE PROBLEM

This study has concentrated mainly on the work performance of the Hospital services sectors in Tamilnadu. Hospital Sector is a huge department and there are more employees working in different sub-department. Health care services is one of the sub-department. This is the public service to take care thoroughly the patients during illness. They are not only taking care the affected people even also taking steps to safeguard the people who are able to affect by spreading of virus. So the hospital sectors provide proper facilities to the service providers. The performance of the service providers in Tamilnadu are analyzed.

### Services Provided by the Tamil Nadu Government Medical Services Department

- Procurement, Testing, Storage and Distribution of Drugs, Medicines, Surgical & Sutures, Kits, Reagents to the Tamil Nadu Government Medical Institutions & Hospitals
- Procurement, Testing, Storage and Distribution of Medical Equipments and Instruments to the Tamil Nadu Government Medical Institutions & Hospitals
- Operate 51 CT Scans Centres (X-ray computed tomography), 64 Slice CT Scan Centers, 8 M.R.I Scans Centre (Magnetic resonance imaging), 2 Lithotripsy Centre, 7 Regional Diagnostic Centres (offers 68 different Diagnostic lab tests) and Master Health Checkup Centers at Tamil Nadu Government Medical Institutions &

#### Hospitals

- Operate Pay Wards (offers Special Class Maternity Wards in Government Kasturba Gandhi Hospital, Government Hospital and Government General Hospital in Chennai)
- Operate Institute of Obstetrics and Gynaecology
- Operate GI Bleed and Hepatobiliary Centre at Government Stanley Hospital, Chennai
- Operates a special Sale Counter at Government Medical College Hospital, Kilpauk, Chennai for a sale of life-saving drugs to the Public at rates much lesser than the market rate
- Operate warehouses at 25 district headquarters

#### **Performance of the Public Healthcare Sector in Rural Tamil Nadu**

- To assess the status of healthcare centers in terms of their numbers in rural areas
- To explain the facilities available in various centers
- To check the performance of the public healthcare sector in rural areas
- To suggest the guidelines to improve the public healthcare sector in rural areas of Tamil Nadu.

#### **Problems Faced by the Tamilnadu Health Care Sector**

- Health care systems are grappling with the effects of re-emerging diseases.
- The slow process of implementation is due to poor efforts in involving the critical actors outside the public sector.
- Public health diagnostic laboratories have a good capacity to support the government's diagnostic and research activities on health risks and threats, but it is utilized inefficiently.
- There is an increasing trend in lifestyle diseases. Non-availability of life-saving drugs in health institutions. The reluctance of doctors to serve in rural areas.
- There is a growing tendency in using antibiotics in the treatment of many diseases without understanding the ill-effects of such irrational use. Indiscriminate use of antibiotics will result in a reduction in the immune system of the body and ultimate result of diseases becoming not resistance to antibiotics.

#### **Suggestion to Improve the Performance of the Health Sector**

- Introduction of effective efficient quality control systems is necessary to prevent overuse, underuse, abuse, misuse of facilities, improve effectiveness, efficiency and bring in accountability in the health system.
- Health profiles published by the government should be used to help communities prioritize their health problems and to inform local decision making.
- Development of community-wide education programmes and other health promotion activities need to be strengthened. Much can be done to improve the effectiveness of health promotion by extending it to rural areas as well.

- Observing days like Doctor's day, Diabetes day and Heart day even in villages will help to create awareness at the grass root level.
- Establish training facilities for public health specialists along with identifying the scope for their contribution in the field There is a need to increase the number of paramedical workers and training institutes.
- The vacant position needs to be filled up in Government healthcare institutions Efforts may be taken to ensure the availability all life-saving drugs in the Government healthcare institutions to

### **The Performance of Private Hospital Services**

- Majority of states government doctors are allowed the private practice. The doctor benefits monetarily; patients also gain because they are being treated by doctors who had updated their knowledge and skills through in-service training;
- Contractual appointment of the health care personnel and hiring of private practitioners for providing services in the PHCs have been attempted in order to fill the gaps. However, the response has been poor; these practitioners need orientation training to fulfill the role expected of PHC doctors;
- Part-time hiring of general practitioners and specialists to visit and provide health care in PHCs/CHCs in under-served areas. Limited success has been reported in this experiment;
- state and central governments, PSUs reimburse the cost of medical care provided by recognized private health care providers/institutions;
- involving NGOs/private sector practitioners in the national programmes e.g. utilizing the services of NGOs, and not for not for profit institutions in the leprosy eradication programme, an involvement of private practitioners/institutions in the blindness control programme and the HIV/AIDS control programme;
- private sector individuals/institutions/industry e.g. Tata Steel Company provide health care to the population living in a defined area;
- Private super-specialty, tertiary/secondary care hospitals are given land, water, and electricity etc. at a concessional rate and permission for duty-free import of equipment with the understanding that they should provide in-patient/out-patient services to poor patients free of charge. The experience and this has been varied with several problems being reported.

### **CONCLUSIONS**

The Healthcare Service Industry of Tamilnadu is providing huge services for the welfare of people in Tamilnadu. Maximum members in this state utilize the medical services provided by the Government. It is very useful to the below poverty level people. If the government establishing training facilities for the workers in this service industry, it will be better for the public.

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